

COMMENTS OF BELL SOUTH

CC DOCKET NO. 01-318

JANUARY 22, 2002

ATTACHMENT 1

ATTACHMENT 1:
BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS

**Metric Number: Name: Average Response Time and Response Interval
(Pre-Ordering/Ordering)**

Definition:

Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions:

Scheduled OSS Maintenance

Business Rules:

The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The response interval starts when the client application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the number of accesses which take more than 6 seconds, and the number which are less than or equal to 6.3 seconds are also captured.

Levels of Disaggregation:

SQM Level of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> • RSAG – TN (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • COFFI (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • DSAP (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system. • P/SIMS (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • OASIS (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system. 	<ul style="list-style-type: none"> • Parity + 2 Seconds

Table 1: Legacy System Access Times For RNS

System	Contract	Data	< 2.3 sec.	> 4.3 sec.	<= 4.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 2: Legacy System Access Times For R0S

System	Contract	Data	< 2.3 sec.	> 4 sec.	<= 4.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSOCSR	CSR	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 3: Legacy System Access Times For LENS

System	Contract	Data	< 2.3 sec.	> 4 sec.	<4.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x	x

Table 4: Legacy System Access Times For TAG

System	Contract	Data	< 2.3 sec.	> 4 sec.	<4.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
ATLAS	ATLAS-MLH	TN	x	x	x	x	x
ATLAS	ATLAS-DID	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSECSRL	CSR	x	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x	x

Calculation:	Report Structure/Geography:								
<p>Response Time = (a - b)</p> <ul style="list-style-type: none"> • a = Date & Time of Legacy Response • b = Date & Time of Legacy Request <p>Average Response Time = c / d</p> <ul style="list-style-type: none"> • c = Sum of Response Times • d = Number of Legacy Requests during the Reporting Period 	<ul style="list-style-type: none"> • Not CLEC Specific • Not Product/Service Specific • Regional Level 								
Benchmark/Parity Performance Standard:									
<p>SEEM Measure</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th colspan="3">SEEM Measure</th></tr> <tr> <td rowspan="2">Yes</td><td>Tier I</td><td></td></tr> <tr> <td>Tier II</td><td>X</td></tr> </table> <p>Note: CLEC specific data is not available in this measure. Queries of this do not have company specific signatures.</p>		SEEM Measure			Yes	Tier I		Tier II	X
SEEM Measure									
Yes	Tier I								
	Tier II	X							
SEEM Disaggregation - Analog/Benchmark									
<ul style="list-style-type: none"> • Legacy Systems 	<ul style="list-style-type: none"> • Parity + 2 Seconds 								
Impact on Carrier's Regulatory Burden:									
BellSouth currently produces this measurement.									

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS

Metric Number: Name: Firm Order Confirmation Timeliness
Definition:
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a Firm Order Confirmation.
Exclusions:

- Rejected LSRs
- LSRs cancelled before FOC issued.
- Designated Holidays are excluded from the interval calculation
- LSRs which are identified and classified as “Projects”
- The following hours for Non-Mechanized LSRs are excluded from the interval calculation:
 Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
 From 7:00 PM Saturday until 7:00 AM Monday.
 Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
 From 6:00 PM Friday until 8:00 AM Monday.
- The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.
- The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.
- In the case of a Non-Mechanized LSRs received electronically, and worked after normal business hours, the interval will be set at one (1) minute.
- Scheduled OSS Maintenance

Business Rules:

- **Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI, LENS or TAG. The entire process, from receipt of the LSR to the FOC, is completed without manual intervention.
- **Non-Mechanized:** The elapsed time from receipt of either a valid electronically submitted LSR which requires manual intervention or a valid paper LSR received by fax, until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via EDI, LENS, TAG, or LON.

Levels of Disaggregation

SOM Level of Disaggregation	SOM Analog/Benchmark
<ul style="list-style-type: none"> • Resale – Residence and Business • UNE Analog Loops • UNE Digital Loops (Including xDSL) • UNE Loop + Port Combinations (UNE P) • EELs (including NSCs) • 	<ul style="list-style-type: none"> • Mechanized: 95% <= 3 hours • Non-Mechanized: 85% <= 10 hours
Calculation	Report Structure/Geography

Firm Order Confirmation Interval = (a - b)

a = Date & Time of Firm Order Confirmation

b = Date & Time of Service Request Receipt)

Average FOC Interval = (c / d)

c = Sum of all FOC Intervals

d = Total Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution (for each interval) = (e / f) X 100

e = Service Requests Confirmed in interval

f = Total Service Requests Confirmed in the Reporting Period

Mechanized, Non-Mechanized

- CLEC Specific
- CLEC Aggregate
- Geographic Scope

-State

-Region

- **Mechanized:**

0 - <= 15 minutes

>15 - <= 30 minutes

>30 - <= 45 minutes

>45 - <= 60 minutes

0 - <= 3 hours

>3 - <= 6 hours

>6 - <= 12 hours

>12 - <= 24 hours

- **Non-Mechanized:**

0 - <= 4 hours

0 - <= 10 hours

>4 - <= 10 hours

>10 - <= 12 hours

>12 - <= 16 hours

>16 - <= 20 hours

>20 - <= 24 hours

>24 - <= 36 hours

0 - <= 36 hours

>36 - <= 48 hours

>48 hours

Benchmark/Parity Performance Standard:**SEEM Measure**

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
<ul style="list-style-type: none"> • Mechanized • Non-Mechanized 	<ul style="list-style-type: none"> • Mechanized: 95% <= 3 Hours • Non-Mechanized: 85% <= 10 Hours

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS

Metric Number: Name: Reject Interval	
Definition:	
Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. Service requests are considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.	
Exclusions:	
<ul style="list-style-type: none"> Service Requests canceled by CLEC prior to being rejected/clarified Designated Holidays are excluded from the interval calculation LSRs which are identified and classified as "Projects" The following hours for Non-Mechanized LSRs are excluded from the interval calculation: <ul style="list-style-type: none"> Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM From 7:00 PM Saturday until 7:00 AM Monday Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM From 6:00 PM Friday until 8:00 AM Monday. The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation. The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours. In the case of a Non-Mechanized LSR received electronically, and worked after normal business hours, the interval will be set at one (1) minute. Scheduled OSS Maintenance 	
Business Rules:	
<ul style="list-style-type: none"> Mechanized: The elapsed time from receipt of a valid electronically submitted LSR until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI, LENS or TAG. The entire process, from receipt of the LSR to the FOC, is completed without manual intervention. Non-Mechanized: The elapsed time from receipt of either a valid electronically submitted LSR which requires manual intervention or a valid paper LSR received by fax, until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via EDI, LENS, TAG, or LON. 	
Levels of Disaggregation:	
SQM Level of Disaggregation	SQM Analog /Benchmark
<ul style="list-style-type: none"> Resale – Residence and Business UNE Analog Loops UNE Digital Loops (Including xDSL) UNE Loop + Port Combinations (UNE P) EELs (including NSCs) 	<ul style="list-style-type: none"> Mechanized: 97% <= 1 hour Non-Mechanized: 85% <= 10 hours

Calculation:		Report Structure:								
Reject Interval = (a - b) • a = Date and Time of Service Request Rejection • b = Date and Time of Service Request Receipt Average Reject Interval = (c / d) • c = Sum of all Reject Intervals • d = Number of Service Requests Rejected in Reporting Period		<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate Mechanized, Non-Mechanized Geographic Scope <ul style="list-style-type: none"> -State -Region Mechanized: <ul style="list-style-type: none"> 0 - <= 1 hour >1 - <= 4 hours >4 - <= 8 hours >8 hours Non-Mechanized: <ul style="list-style-type: none"> 0 - <= 1 hour >1 - <= 4 hours >4 - <= 8 hours >8 - <= 24 hours 0 - <= 10 hours 0 - <= 24 hours > 24 hours 								
Benchmark/Parity Performance Standard:										
SEEM Measure										
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SEEM Disaggregation		SEEM Analog/Benchmark								
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<ul style="list-style-type: none"> Non-Mechanized 		<ul style="list-style-type: none"> 85% <= 10 hours 								
Impact on Carriers' Regulatory Burden:										
BellSouth currently produces this measurement.										

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS**Metric Number: Name: Average Completion Notice Interval****Definition:**

The Completion Notice Interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions:

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N, R or T.
- D & F orders (Exception: "D" orders associated with LNP Standalone)

Business Rules:

Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BellSouth of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was transmitted to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders the end timestamp will be timestamp of order update to C-SOTS system.

Levels of Disaggregation:

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence and Business	• Retail Residence and Business
• UNE Analog Loops	• Retail Residence and Business
• UNE Digital Loops (including xDSL)	• Retail Digital Service including ADSL provided to Retail
• UNE Loop + Port Combinations (UNE P)	• Retail Residence and Business
• EELs (including NSCs)	• Retail DS1/DS3 Interoffice

Calculation:	Report Structure/Geography:												
<p>Completion Notice Interval = (a - b)</p> <ul style="list-style-type: none"> a = Date and Time of Notice of Completion b = Date and Time of Completion <p>Average Completion Notice Interval = c / d</p> <ul style="list-style-type: none"> c = Sum of all Completion Notice Intervals d = Number of Orders with Notice of Completion in Reporting Period 	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BellSouth Aggregate Mechanized Orders Non-Mechanized Orders Reporting intervals in Hours; 0, 1-2, 2-4, 4-8, 8-12, 12-24, >= 24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1 = 0.99; 1-2 = 1-1.99; 2-4 = 2-3.99, etc.) Reported in categories of <10 line/circuits; >= 10 line/circuits (except trunks) 												
Benchmark/Parity Performance Standard:													
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SEEM Measure													
No	Tier 1												
	Tier II												
SEEM Disaggregation	SEEM Analog/Benchmark												
• Not Applicable	• Not Applicable												
Impact on Carriers' Regulatory Burden:													
BellSouth currently produces this measurement.													

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS**Metric Number: Name: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice****Definition:**

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

Exclusions:

- Orders held for CLEC end user reasons
- Orders with Jeopardy Notice when Jeopardy is identified after 5 P.M. on the due date.
- Disconnect (D) & From (F) Orders
- Test Orders, Administrative Orders
- Incomplete / Cancelled Orders
- Non-Dispatch Orders
- Orders worked on due date

Business Rules:

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

Levels of Disaggregation

SQM Level of Disaggregation	SQM Analog/Benchmark
% Orders Given Jeopardy Notice	
• Resale Residence and Business	• Retail Residence and Business
• UNE Analog Loops	• Retail Residence and Business
• UNE Digital Loops (including xDSL)	• Retail Digital Service including ADSL provided to Retail
• UNE Loop + Port Combinations (UNE P)	• Retail Residence and Business
• EELs (including NSCs)	• Retail DS1/DS3 Interoffice
Average Jeopardy Notice Interval	
• Resale Residence and Business	• Retail Residence and Business
• UNE Analog Loops	• Retail Residence and Business
• UNE Digital Loops (including xDSL)	• Retail Digital Service including ADSL provided to Retail
• UNE Loop + Port Combinations (UNE P)	• Retail Residence and Business
• EELs (including NSCs)	• Retail DS1/DS3 Interoffice

Calculation	Report Structure/Geography								
<p>Jeopardy Interval = a – b</p> <ul style="list-style-type: none"> • a = Date and Time of Scheduled Due Date on Service Order • b = Date and Time of Jeopardy Notice <p>Average Jeopardy Interval = c / d</p> <ul style="list-style-type: none"> • c = Sum of All Jeopardy Intervals • d = Number of Orders Notified of Jeopardy in Reporting Period <p>Percent of Orders Given Jeopardy Notice = (e / f) X 100</p> <ul style="list-style-type: none"> • e = Number of Orders Given Jeopardy Notices in Reporting Period • f = Number of Orders Confirmed (due) in Reporting Period) 	<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BellSouth Aggregate • Dispatch Orders • Mechanized Orders • Non-Mechanized Orders 								
Benchmark/Parity Performance Standard									
SEEM Measure									
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SEEM Disaggregation	SEEM Analog/Benchmark								
• Not Applicable	• Not Applicable								
Impact on Carriers' Regulatory Burden:									
<p>BellSouth currently produces this measurement.</p>									

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS**Metric Number: Name: % Provisioning Troubles within 5 days of Service Order Completion – Installation Quality****Definition:**

Percent Provisioning Troubles within 5 days of Service Order Completion measures the quality and accuracy of Service order activities

Exclusions:

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N or T.
- D & F orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)
- LMOS – Code 7 (Test OK), Code 8 (Found OK-In), Code 9 (Found OK-Out)
- WFA – No Trouble Found (NTF)

Business Rules:

Measures the quality and accuracy of completed orders. The first customer trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 5 days after completion of the service order for a customer trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.

Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA)

Levels of Disaggregation:

SQM Level of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> • Resale – Residence and Business • UNE Analog Loops • UNE Digital Loops (Including xDSL) • UNE Loop + Port Combinations (UNE P) • EELs (including NSCs) 	<ul style="list-style-type: none"> • Retail Residence and Business • Retail Residence and Business • Retail Digital Service including ADSL provided to Retail • Retail Residence and Business • Retail DS1/DS3 Interoffice

Calculation:**% Provisioning Troubles within 5 days of Service Order Activity = (a / b) X 100**

- a = Trouble reports on all completed orders 5 days following service order(s) completion
- b = All Service Orders completed in the previous report calendar month

Report Structure/Geography:

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits (except trunks)
- Dispatch / No Dispatch (except trunks)

Benchmark/Parity Performance Standards

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale – Residence and Business	• Retail Residence and Business
• UNE Analog Loops	• Retail Residence and Business
• UNE Digital Loops (Including xDSL)	• Retail Digital Service including ADSL provided to Retail
• UNE Loop + Port Combinations (UNE P)	• Retail Residence and Business
• EELs (including NSCs)	• Retail DS1/DS3 Interoffice

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS**Metric Number: Name: Percent Missed Installation Appointments****Definition:**

“Percent missed installation appointments” monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for Total misses and End User Misses.

Exclusions:

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.)
- Disconnect (D) & From (F) orders
- End User Misses on Local Interconnection Trunks

Business Rules:

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be included and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The “due date” is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select

Levels of Disaggregation:

SQM Level of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> • Resale – Residence and Business • UNE Analog Loops • UNE Digital Loops (Including xDSL) • UNE Loop + Port Combinations (UNE P) • EELs (including NSCs) 	<ul style="list-style-type: none"> • Retail Residence and Business • Retail Residence and Business • Retail Digital Service including ADSL provided to Retail • Retail Residence and Business • Retail DS1/DS3 Interoffice

Benchmark/Parity Performance Standard:**SEEM Measure**

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale – Residence and Business	• Retail Residence and Business
• UNE Analog Loops	• Retail Residence and Business
• UNE Digital Loops (Including xDSL)	• Retail Digital Service including ADSL provided to Retail
• UNE Loop + Port Combinations (UNE P)	• Retail Residence and Business
• EELs (including NSCs)	• Retail DS1/DS3 Interoffice

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS**Metric Number: Name: Average Completion Interval (OCI) & Order Completion Interval Distribution****Definition:**

The “average completion interval” measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The “Order Completion Interval Distribution” provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on service orders.

Exclusions:

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- Disconnect (D&F) orders (Except “D” orders associated with LNP Standalone)
- “L” Appointment coded orders (where the customer has requested a later than offered interval)
- Weekends and Designated Holidays
- End User Misses

Business Rules:

The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth’s actual order completion date. This includes all delays for BellSouth’s CLEC/End Users. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

Levels of Disaggregation:

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence and Business	• Retail Residence and Business
• UNE Analog Loops	• Retail Residence and Business
• UNE Digital Loops (including xDSL)	• Retail Digital Service including ADSL provided to Retail
• UNE Loop + Port Combinations (UNE P)	• Retail Residence and Business
• EELs (including NSCs)	• Retail DS1/DS3 Interoffice

Calculation:

Completion Interval = (a - b)
a = Completion Date
b = Order Issue Date
Average Completion Interval = (c ÷ d)
c = Sum of all Completion Intervals
d = Count of Orders Completed in Reporting Period
Order Completion Interval Distribution (for each interval)
= (e ÷ f) X 100
e = Service Orders Completed in “X” days
f = Total Service Orders Completed in Reporting Period

Report Structure/Geography:

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch / No Dispatch categories applicable to all levels except trunks
- Residence & Business reported in day intervals = 0, 1, 2, 3, 4, 5, 5+
- UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > 30
- All Levels are reported <10 line/circuits; > 10 line/circuits (except trunks)
- ISDN Orders included in Non-Design

Benchmark/Parity Performance Standard:

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS**Metric Number: Name: Mean Held Order Interval & Distribution Intervals****Definition:**

When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed orders. Calculation of the interval is the total days orders are held and pending but not completed that have passed the currently committed due date; divided by the total number of held orders. This report is based on orders still pending, held and past their committed due date at the close of the reporting period. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval.)

Exclusions:

- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Orders may be C, N or T.
- Disconnect (D) & From (F) orders
- Weekends and Designated Holidays

Business Rules:

Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. The interval is by calendar days with no exclusions for Holidays or Sundays.

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (Orders counted in >90 days are also included in > 15 days)

Levels of Disaggregation:

SQM Level of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> • Resale – Residence and Business • UNE Analog Loops • UNE Digital Loops (Including xDSL) • UNE Loop + Port Combinations (UNE P) • EELs (including NSCs) 	<ul style="list-style-type: none"> • Retail Residence and Business • Retail Residence and Business • Retail Digital Service including ADSL provided to Retail • Retail Residence and Business • Retail DS1/DS3 Interoffice
Calculation:	Report Structure/Geography:
<p>Mean Held Order Interval = a / b</p> <ul style="list-style-type: none"> • a = Sum of held-over-days for all Past Due Orders Held for the reporting period • b = Number of Past Due Orders Held and Pending But Not Completed and past the committed due date 	<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BellSouth Aggregate • Circuit Breakout < 10, >= 10 (except trunks)

Held Order Distribution Interval (for each interval) = (c / d) X 100
 • c = # of Orders Held for >= 15 days or # of Orders Held for >= 90 days
 • d = Total # of Past Due Orders Held and Pending But Not Completed

Benchmark/Parity Performance Standard:

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS**Metric Number: Name: Customer Trouble Report Rate****Definition:**

Percent of initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/circuits in service

Exclusions:

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Subsequent Troubles reported with a report pending
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble
- LMOS – Code 7 (Test OK), Code 8 (Found OK-In), Code 9 (Found OK – Out)
- WFA – No Trouble Found (NTF)

Business Rules:

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated customer trouble reports during the reporting period. The resulting number of customer trouble reports are divided by the total “number of service” lines, ports or combination that exist for the CLECs and BellSouth respectively at the end of the report month.

Levels of Disaggregation:

SQM Level of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> • Resale – Residence and Business • UNE Analog Loops • UNE Digital Loops (Including xDSL) • UNE Loop + Port Combinations (UNE P) • EELs (including NSCs) 	<ul style="list-style-type: none"> • Retail Residence and Business • Retail Residence and Business • Retail Digital Service including ADSL provided to Retail • Retail Residence and Business • Retail DS1/DS3 Interoffice
Calculation:	Report Structure/Geography:
<p>Customer Trouble Report Rate = (a / b) X 100</p> <ul style="list-style-type: none"> • a = Count of Initial and Repeated Trouble Reports closed in the Current Period • b = Number of Service Access Lines in service at End of the Report Period 	<ul style="list-style-type: none"> • Dispatch/Non-Dispatch • CLEC Specific • CLEC Aggregate • BellSouth Aggregate

Benchmark/Parity Performance Standard:**SEEM Measure**

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale – Residence and Business	• Retail Residence and Business
• UNE Analog Loops	• Retail Residence and Business
• UNE Digital Loops (Including xDSL)	• Retail Digital Service including ADSL provided to Retail
• UNE Loop + Port Combinations (UNE P)	• Retail Residence and Business
• EELs (including NSCs)	• Retail DS1/DS3 Interoffice

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS

Metric Number: Name Percent Repeat Troubles within 30 Days									
Definition:									
Closed trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles closed reported									
Exclusions:									
<ul style="list-style-type: none"> Trouble tickets canceled at the CLEC request BellSouth trouble reports associated with internal or administrative service Subsequent Troubles reported with a report pending Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble LMOS – Code 7 (Test OK), Code 8 (Found OK-In), Code 9 (Found OK – Out) WFA- No Trouble Found (NTF) 									
Business Rules:									
Includes Customer trouble reports received within 30 days of an original Customer trouble report. A minimum threshold of 30 trouble reports for any level of disaggregation is required for the report.									
Levels of Disaggregation:									
SQM Level of Disaggregation	SQM Analog/Benchmark								
<ul style="list-style-type: none"> Resale – Residence and Business UNE Analog Loops UNE Digital Loops (Including xDSL) UNE Loop + Port Combinations (UNE P) EELs (including NSCs) 	<ul style="list-style-type: none"> Retail Residence and Business Retail Residence and Business Retail Digital Service including ADSL provided to Retail Retail Residence and Business Retail DS1/DS3 Interoffice 								
Calculation:	Report Structure/Geography:								
<p>Percent Repeat Troubles within 30 Days = (a / b) X 100</p> <ul style="list-style-type: none"> a = Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days b = Total Trouble Reports Closed in Reporting Period 	<ul style="list-style-type: none"> Dispatch/Non-Dispatch CLEC Specific CLEC Aggregate BellSouth Aggregate 								
Benchmark/Parity Performance Standard:									
SEEM Measure									
<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td colspan="3" style="background-color: #e0e0e0; text-align: center;">SEEM Measure</td> </tr> <tr> <td rowspan="2" style="text-align: center; vertical-align: middle;">Yes</td> <td style="text-align: center;">Tier I</td> <td style="text-align: center;">X</td> </tr> <tr> <td style="text-align: center;">Tier II</td> <td style="text-align: center;">X</td> </tr> </table>		SEEM Measure			Yes	Tier I	X	Tier II	X
SEEM Measure									
Yes	Tier I	X							
	Tier II	X							
SEEM Disaggregation - Analog/Benchmark									
SEEM Disaggregation	SEEM Analog/Benchmark								
<ul style="list-style-type: none"> Resale – Residence and Business UNE Analog Loops UNE Digital Loops (Including xDSL) UNE Loop + Port Combinations (UNE P) EELs (including NSCs) Resale – Residence and Business 	<ul style="list-style-type: none"> Retail Residence and Business Retail Residence and Business Retail Digital Service including ADSL provided to Retail Retail Residence and Business Retail DS1/DS3 Interoffice Retail Residence and Business 								

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS

Metric Number: Name Maintenance Average Duration									
Definition:									
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.									
Exclusions:									
<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BellSouth trouble reports associated with internal or administrative service • Subsequent Troubles reported with a report pending • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble • LMOS – Code 7 (Test OK), Code 8 (Found OK-In), Code 9 (Found OK – Out) • WFA – No Trouble Found (NTF) 									
Business Rules:									
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored and the BellSouth or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).									
Levels of Disaggregation:									
SQM Level of Disaggregation	SQM Analog/Benchmark								
<ul style="list-style-type: none"> • Resale – Residence and Business • UNE Analog Loops • UNE Digital Loops (Including xDSL) • UNE Loop + Port Combinations (UNE P) • EELs (including NSCs) 	<ul style="list-style-type: none"> • Retail Residence and Business • Retail Residence and Business • Retail Digital Service including ADSL provided to Retail • Retail Residence and Business • Retail DS1/DS3 Interoffice 								
Calculation	Report Structure/Geography								
Maintenance Duration = (a - b) <ul style="list-style-type: none"> • a = Date and Time of Service Restoration • b = Date and Time Trouble Ticket was Opened Average Maintenance Duration = (c / d) <ul style="list-style-type: none"> • c = Total of all maintenance durations in the reporting period • d = Total Closed Troubles in the reporting period. 	<ul style="list-style-type: none"> • Dispatch/Non-Dispatch • CLEC Specific • CLEC Aggregate • BellSouth Aggregate 								
Benchmark/Parity Performance Standard:									
SEEM Measure									
<table border="1"> <tr> <td colspan="3">SEEM Measure</td> </tr> <tr> <td rowspan="2">Yes</td> <td>Tier I</td> <td>X</td> </tr> <tr> <td>Tier II</td> <td>X</td> </tr> </table>		SEEM Measure			Yes	Tier I	X	Tier II	X
SEEM Measure									
Yes	Tier I	X							
	Tier II	X							
SEEM Disaggregation - Analog/Benchmark									
SEEM Disaggregation	SEEM Analog/Benchmark								
• Resale – Residence and Business	• Retail Residence and Business								
• UNE Analog Loops	• Retail Residence and Business								
• UNE Digital Loops (Including xDSL)	• Retail Digital Service including ADSL provided to Retail								
• UNE Loop + Port Combinations (UNE P)	• Retail Residence and Business								
• EELs (including NSCs)	• Retail DS1/DS3 Interoffice								
• Resale – Residence and Business	• Retail Residence and Business								

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.

BELLSOUTH PROPOSED NATIONAL PERFORMANCE MEASUREMENTS**Metric Number: Name: Proposal for the Addition of Service Order Accuracy (SOA) to SEEM****Definition:**

The “service order accuracy” measurement measures the accuracy and completeness of a sample of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions:

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules:

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is “completed without error” if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Levels of Disaggregation:

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale	• 95%
• UNE-Loops	• 95%
• UNE-P	• 95%

Calculation:

Percent Service Order Accuracy = $(a \div b) \times 100$

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure/Geography:

- CLEC Aggregate

Benchmark/Parity Performance Standard:**SEEM Measure**

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation:	SEEM Analog/Benchmark:
• Resale	• 95%
• UNE-Loops	• 95%
• UNE-P	• 95%

Impact on Carriers' Regulatory Burden:

BellSouth currently produces this measurement.